

# **Complaints Policy - Schedule**

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Amendments	1.Extraction from Policy and Procedures				
	Effective date changed to 1 <sup>st</sup> August 2022				
	2.Removal of staff training schedule to a separate				
	document under HR				
Formal Review Date	1 <sup>st</sup> August 2023				

This policy reflects legislation and official guidance at the time it was last reviewed. Any changes in legislation will take precedence over anything printed in this policy. Where other policies are referred to they can be viewed in the Policy Library

# **Complaints Schedule**

## 1. Introduction

The RSN welcomes comments and suggestions about how it can improve its work and operations. This policy sets out the arrangements which the RSN has for the investigation and resolution of complaints, and for learning from these.

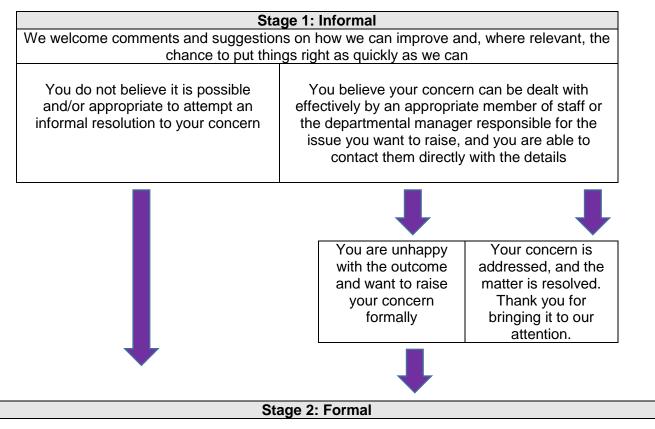
This Complaints Schedule should be read in conjunction other relevant RSN Policies.

# 2. Complaint Template Reporting Pro-forma

Name of Complainant:
Address of Complainant:
Complainants email:
Complainants telephone number
Date complaint made
Department/s complaint concerns
Description of complaint, itemising in individual complaints (where relevant)
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?
What actions do you feel might resolve the problem at this stage?

The manager dealing with the complaint should log the details of the complaint and (when closed) the findings/outcome with <u>HR@royal-needlework.org.uk</u> so we can monitor the volume of complaints received, the resolution to understand how we are doing and whether there are any themes in the issues being raised.

#### 3. How to make a complaint



You want to make a formal complaint. Please outline the details of your complaint in writing or electronically hr@royal-needlework.org.uk)

If your complaint is made verbally, we will need to clarify the details set out in Clause 2 Complaints Schedule.

We will generally acknowledge your complaint within five working days of receipt, and we target 28 working days to provide a full response. If we need more time to investigate, we will let you know when we expect this will be completed.

If you are unhappy with the outcome, you	You are happy with the response and the matter is
have the right to appeal	resolved. Thank you for allowing us to investigate.



### Stage 3: Appeal

You wish to appeal the outcome of Stage 2. Please outline why you are unhappy with the outcome in writing or electronically to hr@royal-needlework.org.uk

Your complaint will generally be acknowledged within five working days. We target 28 working days to confirm the outcome of an appeal. The decision at this stage is final, unless the RSN Council decides to seek external resolution assistance.

The RSN is a registered charity, so you can complain to the Charity Commission Regulator at any stage. Information about the kind of complaints the Charity Commission may be involved in can be found at: <u>https://www.gov.uk/complain-about-charity</u>

4.	How we	handle	a complaint	in summary
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Stage	Туре	Acknowledge	Target Timeframe
One	Informal	5 days	Within 28 working days of acknowledgement
Тwo	Formal	5 days	Within 28 working days of acknowledgement
Three	Appeal	5 days	Within 28 working days of acknowledgement